

Policy: 1301
Procedure: 1301.09
Chapter: Communications

Rule: Spanish Translator

Effective: 11/30/05

Dated: 05/11/05

**Replaces: 1400.02** 

Interpreter

## Purpose:

The Arizona Department of Juvenile Corrections (ADJC) is dedicated to the provision of culturally and linguistically appropriate services for our clients. Accordingly, the Department shall establish agency-wide translation and interpretation services for mono-lingual, Spanish-speaking juveniles and families. Additional linguistic services will also be provided to minority clients on an as needed basis.

## Rules:

- 1. The ADJC SPANISH TRANSLATOR/INTERPRETER shall translate documents into Spanish, to include the following:
  - a. Agency forms, as approved by the ADJC Office of Policy And Procedure;
  - b. Electronic documents on the ADJC Public Website, as determined by the ADJC Web Administrator:
  - c. Agency approved materials:
    - (1) Workbooks used in Safe Schools;
    - (2) Juvenile and Family Orientation Handbook;
    - (3) Division brochures;
    - (4) Letters or informational flyers distributed to parents and/or constituents.
- 2. The **ADJC SPANISH TRANSLATOR/INTERPRETER** shall provide formal interpretation services in Spanish, in the following settings:
  - a. Parole Revocation hearing;
  - b. Suspension hearing;
  - c. Disciplinary Hearing;
  - d. Treatment staffing;
  - e. Transition staffing;
  - f. Reception, Assessment and Classification (RAC) process;
  - g. Superintendent Review Boards;
  - h. Individual Education Plan (IEP) staffing;
  - i. In-home Evaluation meeting;
  - j. Any other scheduled meeting arranged by agency staff that contributes to agency business.
- 3. The **ADJC SPANISH TRANSLATOR/INTERPRETER** shall provide formal interpretation services in Spanish, under the following circumstances:
  - a. Initiate phone calls and/or facilitate conference calls with Spanish-speaking parents, at the request of an ADJC employee;
  - b. Respond to phone calls received from Spanish-speaking parents;
  - Respond to phone calls received from Spanish-speaking public constituents;
  - d. Respond to Spanish media inquiries, at the direction of the ADJC Communications Director or ADJC Public Information Officer (PIO);
  - e. Assist with the production of videos distributed to clients and constituents of ADJC.
- 4. The ADJC SPANISH TRANSLATOR/INTERPRETER shall perform other assigned duties, to include:
  - a. Overseeing the Mexican Consulate Program, ADJC Policy 4014;
  - b. Assisting with the recording of Spanish voice-mail messages throughout the agency;

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- c. Tracking the names and work assignments of all employees that have passed the Spanish Language Stipend Test (Note: Stipend employees provide services 'ad hoc,' in unplanned, impromptu situations. The ADJC Spanish Translator/Interpreter typically provides services in formal, scheduled situations);
- d. In conjunction with the assigned Business Manager, assist ADJC staff in procuring contracted translation/interpretation services for languages other than Spanish.

## 5. The ADJC EMPLOYEE REQUESTING SERVICES FROM THE SPANISH TRANSLATOR/INTERPRETER shall proceed as follows:

- a. Submit request:
  - i. Via email; or
  - ii. Submit request via phone call to the ADJC Spanish Translator/Interpreter.;
- b. In the event of a timing conflict, preference may be given to a scheduled hearing and/or staffing or in the event a situation is deemed a priority by the Director, Deputy Director or other Leadership Team member.

Effective Date:	Approved by Process Owner:	Review Date:	Reviewed By: